

## **CIVIL RIGHTS TRAINING – ACTIVITY 1**

### **ANSWER KEY**

#### **XI CIVIL RIGHTS TRAINING**

Local agencies are responsible for training their subrecipients, including “frontline staff.” “Frontline staff” who interact with program applicants or participants, and those persons who supervise “frontline staff”, must be provided civil rights training on an annual basis. Specific subject matter must include, but not be limited to:

- A. Collection and use of data
- B. Effective public notification systems
- C. Complaint procedures
- D. Compliance review techniques
- E. Resolution of noncompliance
- F. Requirements for reasonable accommodations for persons with disabilities
- G. Requirements for language assistance
- H. Conflict resolution
- I. Customer service